

## ONLINE APPLICATION HELP

### Issue: Password Resets

#### (1) I have tried to reset my password but cannot login.

**Recommendation:** Please ensure you are using Internet Explorer as your web browser. We are currently experiencing technical issues with other browsers. Safari and Firefox also available options.

If you continue having issues after doing this, please contact 3-1-1 and provide them with the specific error message (or screen shot), and they can assist further.

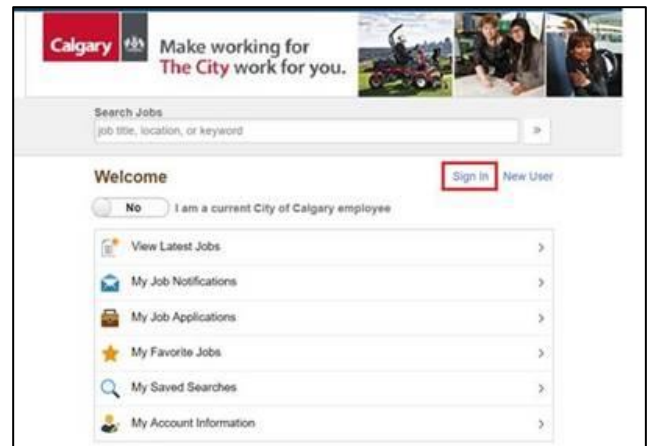
#### (2) I have received a temporary password but I only see three spaces and the password is longer.

Our system has a security feature that conceals your full password and shows only 3 digits. This does not mean you entered your password incorrectly.

#### (3) I have received a temporary password, how do I reset this?

Please follow the following steps to reset your password.

1. Log in to <https://recruiting.calgary.ca>
2. Click on Sign In on the top right-hand side
3. A Sign In window will pop up.
4. Enter your username and temporary password (copy and paste the temporary password).

A screenshot of the "Sign In" modal window. The window has a title bar with "Sign In" and a close button. Inside, there are two input fields: "\*User Name" with a placeholder "Usually is your email address" and "\*Password". Below the password field is a green "Sign In" button. At the bottom, there are two links: "Forgot User Name" and "Forgot Password". At the very bottom, there is a question "Are you a new user?" followed by a "Register Now" link.